

**Facilities & Support Services  
Nuts & Bolts**



**Introduction**

Our customers are our students, staff and community. Support Services strive to provide the best possible customer service, while considering costs.

This document is intended as a tool for campus Administrators and staff to better access the resources, services and expertise available through PfISD Support Services. Our goal is to provide the district with efficient and effective support to ensure a clean, healthy, safe and secure environment for our students, faculty and staff.

We ask campus Administrators to use this document as a resource and to share with staff who also may find this information useful. Pay particular attention to the underlined items in each section, and to the sub-categories found in the Table of Contents.

As always, feel free to contact any of the Support Services Directors, Coordinators and Supervisors, if you need additional assistance. Our contact information is included on the following pages, as well as on the PfISD website <http://cms.pfisd.net>.

*From the offices of  
Facilities & Support Services  
and  
Health, Safety & Emergency Management*

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***FACILITIES & SUPPORT SERVICES  
Craig Pruett, Executive Director  
512-594-0245***

***FACILITIES & SUPPORT SERVICES  
Gary Schulte, Assistant Director***

***Area of Responsibility***

Wednesday Campus Tours

**Contact**

Gary Schulte (512) 594-0252

**Description of Services/Procedures**

- The Facilities Wednesday Campus Tours resume at the start of each school year. Starting at 9 a.m. on most Wednesdays, (excluding testing days and holidays) the team visits two to three campuses. The purpose is to ensure that the campus is clean, safe and well-maintained. These visits provide campus staff an opportunity to discuss concerns regarding the condition of the facility, improvements and address safety requirements.
- There will be a minimum of two visits per school year, one each semester. The new schedule may be found on page 5 of this document.
- The campus tour team includes Support Services staff representing custodial, maintenance, grounds and emergency management/safety. When possible, PfISD PD accompany the team.
- Campus administrators are invited to accompany Facilities staff during these visits so that they can share best practices, concerns and ask questions. Tour results are shared with campuses and incorporated into school safety audits. Most work orders generated as a result of these visits are initiated by Facilities.
- The PfISD campus tour program is considered a “Best Practice” by the Texas School Safety Center.

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**2023-24 Facilities Campus Tour Schedule**

*Campus tours begin at 9 a.m. on Wednesdays  
(except for testing days)*

<b>Date</b>	<b>Campus</b>	<b>Date</b>
8/30/2023	Carpenter ES Bohls MS	1/10/2024
9/6/2023	Dearing ES Hendrickson HS	1/17/2024
9/13/2023	Wieland ES Barron ES Northwest ES	1/24/2024
9/20/2023	Riojas ES Mott ES Cele MS / Hamaan Ag	1/31/2024
9/27/2023	Windermere ES Caldwell ES	2/14/2024
10/4/2023	Dessau ES Delco ES Dessau MS	2/21/2024
10/11/2023	Copperfield ES Connally HS	2/28/2023
10/18/2023	River Oaks ES Parmer Lane ES Westview MS	3/6/2024
10/25/2023	Pflugerville ES Spring Hill ES Pflugerville MS	3/20/2023
1/1/2023	Highland Park ES Park Crest MS Brookhollow ES	3/27/2024
1/8/2023	Timmerman ES The Pfield PACE	4/3/2023
1/15/2023	Pflugerville HS / Wilke Ag Provan OC	4/24/2024
1/29/2023	Murchison ES Weiss HS	5/8/2024
12/6/2023	Rowe Lane ES Kelly Lane MS	5/15/2024
12/13/2023	Admin Transportation SSRV	5/22/2023

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**INSTRUCTIONAL MATERIALS  
Stephen Lindley, Coordinator  
(512) 594-0266**

**Area of Responsibility**

Instructional Materials  
Records Retention

**Area of Responsibility**

Instructional Materials

**Description of Services/Procedures**

- Instructional Materials are tracked at the campus and District levels using TIPWEB.
- Please notify the District Instructional Materials (IM) Coordinator of new campus Instructional Materials (IM) Coordinators as soon as possible.
- Campuses should begin checking their student load as soon as possible to determine if additional instructional materials are needed. Please base requests on actual enrollment, not projections.
  - For secondary campuses, if teacher units are added during the summer for the coming year, please notify the District IM Coordinator as soon as possible so the needed teacher materials may be obtained.
  - For all campuses, if teachers are added during the school year, please contact the District IM Coordinator as soon as possible so that any TE's and ancillary materials needed for that position may be ordered.
  - Any instructional materials needed during the school year may be obtained by placing an order on the TIPWEB system.
- We strive to deliver all IM orders to campuses within three days of submission.
- At the end of each year, each campus must collect all instructional materials and complete a District audit. Each campus must pay for all materials that have been lost or damaged. To help offset the charges of lost materials, campuses will get full credit for all materials found above their expected inventory count.

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- It is imperative that the campus IM Coordinator keep track of materials and charge students for any items they have lost during the school year.
- PflISD tracks TE and ancillary items. These TE's and ancillary items should be scanned out to teachers using the same TIPWEB system used for student materials.

### ***Area of Responsibility***

Records Retention

### **Contact**

Heidi Patterson, GRM (512) 836-1120 or [Austin-order@grmdocument.com](mailto:Austin-order@grmdocument.com)  
[hpatterson@grmdocuments.com](mailto:hpatterson@grmdocuments.com)

### **Description of Services/Procedures**

- GRM will collect records that must be retained, but are no longer needed, on a daily basis. These records are scanned or stored at a facility in Pflugerville. All scanned documents are accessible by campuses at any time via the internet. Please contact the Records Retention Officer or GRM for assistance in accessing these scanned documents.
- Stored items are retrievable within 24 to 48 hours.

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**WAREHOUSE / DISTRIBUTION & COPY CENTER**

**Lauren Tarbet, Coordinator**

Office (512) 594-0289

Cell (512) 809-9826

**Area of Responsibility**

Distribution Center Services

On-line SDS Program

Warehouse Lead, Chris Hass

(512) 594-0240

**Description of Services/Procedures**

- PflSD has a Distribution Center that supplies campuses with paper products and other classroom, PPE and office/instructional supplies. Custodial and maintenance supplies are also stocked and available for ordering and for maintenance work order processing.
- In addition to supply distributions, daily deliveries of textbooks, Copy Center orders and items requested as courier service, three routes are run on a daily basis to ensure all orders and requests are handled efficiently.
- Campus and custodial supply orders will be processed and delivered within four (4) work days of approval. Most orders are processed and delivered within three to five (3-5) work days.
- There should be a single drop point designated for order deliveries and an adequate storage area provided.
- Small items and boxes may be moved from campus to campus via Courier Request submitted in the SCLogic system found at: <https://pflsd.sclintra.com/jut7v7/requestform/pflsd-distribution-center-courier-service-request-guidelines>. Items are generally picked up the day following the request, and delivered or rerouted for next day delivery.

**SDS, On-line:**

PflSD staff should use the link to access the Online SDS information:

<https://chemmanagement.ehs.com/9/6519e6b8-9c72-43f9-acb6-04d166f34d16/locations>



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**COPY CENTER  
Lauren Tarbet, Coordinator**

Office (512) 594-0289

Cell (512) 809-9826

**Contact**

Copy Center Lead, Abby Wheeler

(512) 594-0291

General Inquiries

(512) 594-0222

**Description of Services/Procedures**

- The Copy Center is a valuable resource, as campuses can use this facility to complete any copy jobs needed. Copying costs are equal to, or less than, the cost at the campus level for standard black and white and stapled jobs. There is no additional charge for duplex copies, 3-hole punch, delivery, etc.
- To submit jobs to the Copy Center, we use the online tool WebCRD at <https://copycenter.pfisd.net>
- There will be a labor charge for set-up/design or other labor-intensive work.
- Currently we can provide the following services:
  - Any volume of work
  - Copy on all colors of copy paper in catalog on order site
  - Printing/copying on all sizes of copy paper
  - Color printing/copying
  - Cardstock printing (various weights available)
  - Duplex printing/copying
  - Banners (durable vinyl)
  - Window clings
  - Large format posters
  - Staple (portrait, landscape, dual portrait)
  - 3-hole punch
  - Booklets
  - Spiral bound booklets
  - Cut paper to specific sizes (straight cuts only)
  - Carbonless forms
  - Business cards

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**CUSTODIAL SERVICES**  
**Sandra Madrigal, Coordinator**  
Office (512) 594-0264  
Cell (512) 228-6977

**Areas of Responsibility**

Custodial Services - Campus/Classroom Cleaning  
Custodial Equipment Maintenance  
Waste Management

**TRASH PICK-UP**

Please keep in mind that if anything is blocking the trash bins (vehicles, trash bags, etc.) the trash **will not** be picked up until the next *regularly scheduled* pick-up date.

- Oversized items (desks, furniture, wood, etc.) *may not* be placed in the trash bins. If these items need to be disposed of, please enter a work order with the items to be picked up and their location.
- Please break down all boxes before placing them in the recycle bin.

**Custodial Services - Campus/Classroom Cleaning**

**Contacts**

Glendaliz "Glenda" Lopez	(512) 594-0253	(512) 748-9876 cell
Sochi Gonzalez	(512) 594-0247	(512) 228-6819 cell
Maria Navarrette	(512) 594-0272	(512) 264-4090 cell
Lorenza "Gaby" Perez	(512) 594-0269	(512) 287-1872 cell

**Description of Services/Procedures**

- Day custodians and night custodians have many responsibilities and are only able to provide services related to custodial duties. Requests to change marquee signs, move boxes, supplies or equipment, raise and lower flags, place and remove traffic cones, open and close classrooms or turn on lights in a specific order are not considered a part of the custodians' day-to-day duties, and may not be able to be accommodated. Requests for additional services must be submitted to the Custodial Coordinator.

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- If a custodian fails to report to work for the morning shift, please call the assigned supervisor no earlier than 6 a.m. It is our highest priority to ensure a replacement custodian is sent to cover the campus as soon as possible. Supervisor assignments are listed on page 11 of this document.
- Due to periods of high turnover, some custodial services may be reduced for a short period of time at campuses where the custodial staff is affected. If needed, an A/B schedule will be followed until staffing is increased.
  - A/B schedules only affect classrooms. Trash will be emptied daily, but detailed cleaning will be provided every other day.
- Custodial equipment maintenance and malfunctions will be handled within the Custodial Department. The Department has a dedicated technician for this purpose. Custodians will notify their supervisor to enter a work order which will document and report problems with custodial equipment.
- Refer custodial services questions to the appropriate Supervisor as indicated below:

Sandra Madrigal, Custodial Coordinator X40264 Cell 512-228-6977

<b>Custodial Supervisor Campus List</b>			
<b><i>Sochi Gonzales</i></b>	<b><i>Glendaliz Lopez</i></b>	<b><i>Maria Navarrete</i></b>	<b><i>Gaby Perez</i></b>
<b><i>512-228-6819</i></b>	<b><i>512-748-9876</i></b>	<b><i>512-264-4090</i></b>	<b><i>512-287-1872</i></b>
<b><i>Campus</i></b>	<b><i>Campus</i></b>	<b><i>Campus</i></b>	<b><i>Campus</i></b>
HHS	WHS	PHS	CHS
KLMS	CMS	PMS	WVMS
BHES	BMS	WES/Armark	DMS
DRES	JCES	CWES	ROES
HPES	PES	SHES	NWES
MES	VMES	TES	DPS
RES	RBES	WLES	DES
RLES	Hidden Lake	PACE	PLES
PCMS	Trans/Bus Barn	Admin	CFES
	SSRV	Rock/Pfield/OC	
		Calvary Church	

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**COMPLAINTS**

- Complaints are best handled quickly and at the lowest level possible. The Lead Custodian at each campus is the first point of contact if a custodial issue arises. If further assistance is needed, the Custodial Supervisor who manages that campus is the second point of contact. The third point of contact is the Custodial Coordinator. The Coordinator and Supervisors are available via telephone or email.

**CLASSROOM & CAMPUS CLEANING**

- It is everyone's responsibility to keep campuses safe and clean.
  - All food and snacks must be stored in plastic containers at all times.
  - Wipe up small spills immediately and report larger spills to the custodian.
  - Pick up and throw away litter found in hallways and on sidewalks.

**CLASSROOM CLEANING RESPONSIBILITIES**

- At the end of each school day, it is the responsibility of the teachers to prepare their classroom for evening custodial cleaning. Each teacher is expected to:
  - Pick up litter and other debris in the classroom
    - Paper, pencils, crayons, other school supplies
    - Jackets, sweaters, backpacks, book bags, etc.
    - Toys, books and other learning aids
    - Snack items, Breakfast in the Classroom and similar nutrition program items
  - Set trash cans outside the classroom door as soon as possible after the last bell rings (trash cans placed late in the day may not be emptied)
  - Empty pencil sharpeners
  - Clean whiteboards
  - Dust/wipe off teacher's desk
  - Dust/wipe off student desks
  - Dust/wipe off other work surfaces

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- Due to potential allergies and sanitation, pets are discouraged, but if authorized, it is the responsibility of the teacher in whose room a “pet” (including rodents, reptiles, fish, etc.) resides to keep the pet and its cage, tank, etc., and the areas around them, clean and in good repair.

**SPECIAL EVENTS**

- Campuses often schedule special events or meetings throughout the school year which require setting or rearranging tables and chairs. Custodians will perform those duties, but to ensure that the custodians are aware and available, requests should be submitted via work order.
- When scheduling in FSDirect, large special events and meetings, and/or events where refreshments are served, must indicate that custodial services are required. The campus is expected to cover the cost of these additional custodial services. Serving any type of refreshments will require at least one custodian.

- Custodial requirements are:

<u>Attendees</u>	<u>Custodians</u>
1-150	1
150 with refreshments served	2
150-300	1 additional

- The campuses are required to pay for custodial services that require overtime during the week and on weekends.
- Campuses will be required to request and pay for custodial services when several independent events, small special events or meetings are scheduled on the same day, or over the weekend, when refreshments will be served and/or the total attendees meet the above limits.

**SUMMER CLEANING SCHEDULING PROCESSES AND  
PROCEDURES**

- **Deconfliction Calendar:**
  - Starting as early as December, Support Services facilitates the development of the Deconfliction Calendar to ensure the

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campuses are repaired and cleaned thoroughly over the summer break. Decon calendar scheduling meetings are typically held monthly through April, but we ask that all summer events be added to the Decon Calendar. The Custodial Department heavily relies on the accuracy of the calendar to ensure that we have access to the campuses. Please contact your administrator or program coordinator to ensure your camp or activity is scheduled. Late changes to the calendar may be denied.

- Please keep in mind that PfISD continues to be closed on Fridays and HVAC requests will be denied for Fridays, Saturdays and Sundays with the exception of campuses hosting summer school.
- The Deconfliction Calendar can be found at <S:\!PISD Public\Facilities>.
- Summer school will continue to receive normal custodial services. Other activities that are scheduled on the Decon Calendar (EDP, SpEd and other athletic and academic camps) will receive limited custodial services on a daily basis including taking out trash and cleaning restrooms. Emergency services and supplies are provided by contacting the campus Custodial Supervisor.
- During summer cleaning, the entire campus will be off limits to staff, teachers and administrators. We ask that the campus be vacant and ready for cleaning. Occupied areas may not be deep-cleaned. Please plan an alternate work location, as needed.
- For safety, and to prevent wear and tear before the first day of school, teachers should not be allowed on campus until the date indicated on the Decon Calendar, or as released by the Assistant Director of Support Services.
- Please adhere to the following for summer cleaning to help optimize our schedule and make things easier on the teachers and the Support Services staff:
  - Empty all student and teacher desks.
  - Do not stack furniture. The only items that should be left in classrooms are district items like student and teacher desks and tables, file cabinets, play furniture, computers, etc.

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- ALL personal items should be taken home, including books, personal rugs, plants, pets, furniture and wastebaskets. Personal items will not be moved or cleaned.
- Everything should be put away on shelves and in closets. Nothing should be left on the floors.
- Classrooms with excessive items may not be cleaned.
- Do not overfill trash cans with bulky or heavy items, or pile trash on the floor. If you require a larger trash bin, please request one from the custodians.
- Books to be disposed of should be placed in the recycle bin.
- All items must be removed from walls.
- Walls with staples and nails will not be cleaned.

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**FACILITY RENTALS**  
**Sheila Saul, Supervisor**  
Office (512) 594-0268  
Cell (512) 848-7323

**Areas of Responsibility**

Facility Rentals  
FS Direct Training  
Table & Chair Rentals

**Description of Services/Procedures**

- *Overview*
  - PflSD welcomes the use of its facilities by outside organizations/groups. Such use cannot interfere with educational programs or District-scheduled activities, including facility maintenance and/or repair projects.
  - The district's rental scheduling and approval process is maintained in the SchoolDude internet application called FS Direct at: <https://login.schooldude.com/login.asp?>
  - FS Direct training is available by contacting Sheila Saul.
  - The Facility Rentals Office handles all rentals. Campuses are to refer all rental inquiries to Sheila Saul (contact information listed above). A copy of the rental agreement can be found at <https://www.pfisd.net/Page/8646>.
  - Before any rental is authorized, the campus will be contacted for approval and may deny the request if it conflicts with a scheduled school function.
  - Each campus must have at least one designated staff member to review and approve facility use requests. The campus must notify Sheila Saul any time there is a change in that point of contact.
  - Facilities may not be reserved for personal use such as parties, reunions, business or social gatherings.
  - Use of parking lots by outside entities is considered a rental and must be coordinated through the Rental Office.

**Campus Event Scheduling**

- Each campus is responsible for scheduling its events and must do so in FS Direct.



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- Campus events must be entered into FS Direct *at least five days in advance* to allow Support Services Custodial Supervisors time to schedule custodial staff, and the Energy Specialist time to set climate controls.
- Campus staff that use district facilities for their outside organizations must comply with all rental policies and procedures.
  - Campuses may not block out or reserve dates on their calendar in an attempt to favor specific organizations or to exclude the use of the facility by a specific group.

### **Facility Rentals**

- Rentals of all PfISD facilities are centralized, and campuses always have priority for facility use.
- A percentage of the rental fees will be disbursed to the host campus/department.
- It is the Campus Facilitator's responsibility to ensure that the facility is properly used and that the renter follows all rules and are good stewards of the facility. All complaints regarding the condition of a campus after a rental should first go to the facilitator, who will then follow up with Sheila Saul.
- The following areas are *not* available for use by outside organizations:
  - Offices, including office equipment, copiers and computers
  - Classrooms
  - Concession stands, kitchens and ice machines
  - Libraries
  - Public Address Systems, microphones and speakers
  - Audio-visual equipment, projectors
  - Risers
- Groups or individuals wishing to rent District facilities must complete a Facility Agreement Packet found on the PfISD website. Priority for rental requests is based upon the category in which the request falls.

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- Non-profit organizations whose roster consists of more than 80% PfISD students receive top priority, followed by other non-profit organizations.
- For-profit rentals, including those involving PfISD staff, will be considered next.
- All rental agreements are subject to Safety, Security and Emergency Management review. PfISD may require an organization to have District-approved police/security officers present during an event.
- Fire and safety code compliance will be consistent with the guidelines of the district and of the Fire Marshal's office as it applies to Educational Facilities.
- Organizations requesting the use of a district facility beyond normal operating hours, or beyond the scope of normal daily activities, will be required to pay for custodial services.
- Facilitators are required for all rentals.
  - The Facilitator will attend the entire event, and their responsibilities include serving as a good steward of District assets and ensuring renters obey all regulations, policies and procedures. The Facilitator must remain in the rented area during the entire rental period.
- PfISD is subject to Health Department guidelines concerning food preparation and sales during the rental of a PfISD facility. No home-prepared foods may be sold during a rental event. PfISD does not allow access to kitchens, appliances or electrical outlets for preparation and/or storage of food items.
- No equipment or supplies owned by the renter will be stored on school property.
- It is the Facilitator's responsibility to ensure that no chairs, tables, displays, food or drink are brought into the gym area. Any damage caused by these items may be assessed to the renter and result in the loss of future use of district facilities.
- Groups, organizations or individuals that utilize any PfISD facility without the authorization of the Facility Rentals Office will be required to

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complete and submit the Facility Rental Agreement and may be invoiced, as appropriate, for past usage.

- **All amusement ride companies hired by renters, PTO, Booster Clubs, etc. must display a compliance sticker issued by Texas Department of Insurance. The group responsible for the event will collect the insurance, verify the sticker and provide said documentation to the Facility Rentals Office.**
  
- **THIRD PARTY COMPETITION DANCE COMPANIES & NON-UIL BAND/COLOR GUARD CONTESTS: All usage must be coordinated through Sheila Saul.**

**Tables and Chairs Rentals**

- Campuses may reserve and request the use of tables and chairs via email to [sheila.saul@pfisd.net](mailto:sheila.saul@pfisd.net). All requests must be submitted a minimum of three weeks in advance.
  
- Information required to reserve tables and chairs: Number of tables and chairs requested, event date, event title, delivery date, delivery time, delivery area (must be secured), pickup date and pickup time. The delivery/pickup time must be after 4:30 p.m. on days when school is in session. Delivery the day before or pick-up the day after may be accommodated as long as the area is secure and your meeting area is not occupied by another group.

**Campuses will be invoiced by the Facility Rentals Office if the event is extracurricular (if funds are coming from campus or student activity funds).**

**Cost:**

<b>Tables-30"x72"</b>	<b>\$3.75/table</b>
<b>Chairs</b>	<b>\$1.00 each</b>

- The Facility Rentals Office routinely audits groups and organizations for compliance with non-profit status and rental categories. Those groups, organizations or individuals will be required to complete a new Facility Rental Agreement and may be invoiced, at the appropriate rates, for previous rentals.

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- PfISD has the right to refuse and/or terminate rental agreements at any time. Repeated violations may result in forfeiting rental privileges for up to one year. Egregious violations may result in permanent denial of rental privileges. Reasons for the district terminating rental agreements may be, but are not limited to, the following:
  - Space availability
  - Failure to pay in a timely manner
  - Failure to comply with all rules and regulations
  - Recurring losses and/or damage
  - Inappropriate behavior of the renter and/or their audience.
- When in doubt about authorized rentals or facility use, contact Sheila Saul.

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**ENERGY MANAGEMENT**

**Contact**

David McAfee 4-0309

**Description of Services/Procedures**

The Energy Management Department is responsible conservation throughout the district.

- The following items should be removed from classrooms and offices to help with energy conservation, air quality, safety and pest management:
  - Christmas lights or equivalent
  - Hot plates, warmers
  - Scented plug-ins
  - Refrigerators & microwaves
  - Toaster Ovens/Toasters
  - Coffee/Tea Makers
  - Personal lamps and space heaters
  - Other small appliances
  - No heat sources near thermostats
  
- The following measures also help campuses conserve energy:
  - No more than one lamp may be used in a classroom. If a lamp is used, it cannot house more than one bulb and the bulb *must be* an LED. Lamp shades must face down.
  - Take advantage of lower light levels, dual level lighting and daylight whenever possible.
  - Turn off lights in classrooms when not in use.
  - Turn off classroom projectors when not in use.
  - Turn off computers, monitors, printers, copiers, etc. at the end of the workday.
  - Turn off lights in the lounge, workrooms and storage areas when not in use.
  - Keep exterior and classroom doors closed.
  - Remove refrigerators, coffee pots, microwave ovens, and other small appliances that are not required for instructional purposes in classrooms and offices.
  - Turn gym, library and cafeteria lights off when not in use.

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- Groups that can comfortably meet in classrooms should refrain from using larger assembly areas such as the cafeteria or gymnasium.
- During preparation periods, teachers should share one classroom or office.
- Athletic lighting should be appropriate for the activity and used only when necessary.
- Follow turn-off procedures for weekends, holidays and vacations.
- **Scheduling A/C for campus events**
  - A/C requests go through **FS Direct** (not Operations Hero).
  - Campus events should be entered **5 days in advance**.
  - If a large number of people are expected to attend an event, please add that information in the 'Number Attending' section in FS Direct.
- **Air conditioning and heating concerns**
  - If an area of the building is experiencing HVAC-related problems, please place a work order in Operations Hero.
  - Once the work order is received, it will be routed to the appropriate individual and escalated to the level necessary to address the problem as soon as possible.
- **Summer Hours**
  - PfISD follows a "Summer Hours" schedule, which is a four-day work week with the district closed on Fridays. In an effort to save energy, climate control will not be scheduled on Fridays, Saturdays or Sundays during the summer. Please plan ahead.
- **Decon Calendar**
  - Several years ago, PfISD developed the Decon Calendar, which is a calendar that lists all summer events scheduled at all campuses. This is to ensure that events scheduled at campuses do not coincide with custodial cleaning or construction projects.

**Facilities & Support Services  
Nuts & Bolts**

**FACILITIES & GROUNDS MAINTENANCE**  
**Nicholas Rodriguez, Assistant Director**  
(512) 594-0261

***Area of Responsibility***

Facilities & Grounds Maintenance  
Indoor Air Quality  
Mail

**Description of Services/Procedures**

**WORK ORDERS**

- For routine and minor projects, complete a Work Order for review and approval. Teams will complete only the work order(s) assigned. Any new request will require a new work to be completed at a later date/time.
- Support Services Facility teams have daily work assignments to complete. **Unless there is an emergency, they should not be asked to perform other duties, with an exception of a *quick fix*.**
- Any major work that may involve reconstructing walls or that may result in other large expenditures of funds and time, requires completion of a Capital Improvement Request, which may be found at [https://docs.google.com/forms/d/e/1FAIpQLSfR-1qMVAxrDgllF2mJLq8Jf0YDvKGSm7v-idBvlfDosPzcwg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSfR-1qMVAxrDgllF2mJLq8Jf0YDvKGSm7v-idBvlfDosPzcwg/viewform?usp=sf_link).

**CAPITAL IMPROVEMENT REQUESTS**

The definition of a *Capital Improvement Request* is:

- Any project that alters the current condition, physical appearance and/or building function (such as painting, adding a wall, enclosing a space, construction of a device inside a classroom, adding/changing floor types, etc.)
- Any project that requires the addition of building components such as power outlets, data outlets, etc.

## **Facilities & Support Services Nuts & Bolts**

- Any projects to be performed by contractors outside of district personnel (such as PTO projects, outside vendor installations and donated items requiring power/data/furniture, etc.)

This review process is needed to ensure that there are no violations to life safety and building codes, compliance with Americans with Disabilities Act, access issues and to ensure the building is able to support additional applications to its power and data structure, as well as compliance to other mandated programs that may not be common knowledge, such as the Texas State Integrated Pest Management Law, TEA's building standards and local ordinances.

### **FACILITY & MAINTENANCE REMINDERS**

- Do-it-yourself construction, repair or paint projects are prohibited, and will be removed or replaced, possibly, at campus expense.
- All banners or similar décor must be approved by Support Services before being put in place, and require a work order for installation. Banners must meet fire code by being properly treated, hung at least 18" below the ceiling and terminate at least eight feet above floor level.
- Removal of landscaping (such as trees, shrubs and plants) as well as plans for improvements, even if part of a community service or campus project, requires approval from Support Services. These projects may become the responsibility of the sponsoring campus, including costs for ongoing maintenance and/or removal of any items.
- Requests for painting classrooms or other areas of campus require a work order. The campus will select a color from the district's pre-determined list and identify times available for work to be done. It is the sole responsibility of the requestor to ensure all items on wall(s) have been removed such as frames, posters, nails, staples, tacks, tape, etc. Failure to do so will result in a "rescheduling" of the paint request.

Best times are during Spring Break and/or Summer Hours, to allow time for drying.

- Volume controls will not be added to intercoms in classrooms.



## **Facilities & Support Services**

### **Nuts & Bolts**

- When taping paper or posters on any walls or doors, use **ONLY blue painter's tape**, as it causes the least damage. Many types of tape and adhesive leave glue residue and peel paint off the walls and finishes from doors. DO NOT use staples, nails or push pins on walls or doors.
- Laminated posters and other signs should not be hung on any classroom wall that is also an exterior wall for the building. Condensation between these walls and the laminated object causes mold and indoor air quality issues.
- Use only fishing line or wire to hang objects from the ceiling (maintaining a minimum of 18" from the ceiling) and never run wires, cords or other objects through ceiling tiles, or otherwise displace or damage ceiling tiles.
- Roof areas are off limits for campus activities or experiments including egg drops, which create problems with clean up and odor. Roof tops should not be used for observation of band formations or related activities, and no chairs, step stools or other equipment should be placed there. Roof access must remain locked at all times except when in use by maintenance personnel.
- When faculty makes a permanent move from one campus to another, Support Services will move only school materials, furnishings and property. These items must be properly labeled and placed on the stage or other pre-designated area of the campus for pickup. These items will be moved to the stage, or other pre-designated area of the new campus. *No personal items will be moved.*
- *Support Services will not move chairs, tables, risers, etc. between campuses or District facilities for any event.*
- **SCIENCE LABS**
  - Water solenoids need to be cleaned annually.
  - *Shut off gas and water daily to avoid other issues.*
    - The PCB board may burn out.
    - Solenoid coils may last 20 years if turned off daily, or may only last 2 years if left on continually.
    - Replace any water solenoids that are bad in order to prevent damage to the PCB board.

## **Facilities & Support Services**

### **Nuts & Bolts**

#### **Indoor Air Quality (IAQ)**

The Texas Association of School Boards (TASB) has accompanied Support Services staff on many of the Wednesday Campus Tours. TASB has offered the following general IAQ recommendations:

- Air fresheners/odor neutralizers should be removed from the classroom, including those that require a heating element to disperse and those that come in a solid or stick form. “Air freshening” products only mask odors and do not make them go away. They also contain chemicals that are associated with respiratory irritants.
- Doors and windows to the outside should be closed at all times. Keeping the doors and windows open allow moisture and humidity to enter the building, which keeps HVAC units from operating properly and allows mold and other contaminants to enter the building.
- Plants, animals, terrariums and aquariums should not be allowed in classrooms because they introduce excess moisture and dander into the air. If they are used in the classroom for educational purposes, they should be well maintained and only allowed to remain for a short time.
- Pets in the classroom should be restricted, as they facilitate the spread of fleas and other pests into the classroom environment, which may lead to greater health concerns.
- Food service and vending areas should be kept clean and free of spills to avoid mold and pest problems.
- Classroom paper and clutter should be reduced, as they act as a “sponge” for excess moisture which facilitates mold growth.
- Curtains, drapes and other fabrics should be removed and cleaned annually because they absorb odor, condensation and dust, and harbor mold growth. Once they are cleaned, all items *must be* re-treated with fire retardant in accordance with district safety practices.
- Lockers in both hallways and athletics areas should be cleaned regularly to eliminate odors, as leftover food and soiled clothing are common irritants and may harbor pests, as well.

## **Facilities & Support Services**

### **Nuts & Bolts**

#### **KEYS & ACCESS**

- There are a small number of exterior/master keys issued per campus, typically three per elementary school, four per middle school, and six per high school. Campuses are responsible for their assigned key carriers and should maintain an internal list of key holders, which is subject to audit. If non-emergency access is sought on a weekend or holiday, all personnel must use the proxy card system at the front door and must sign in on the log. If the alarm system is on, the appropriate campus alarm code must be entered to disarm the alarm. The alarm must be armed by the final person leaving the building.
- Keys should *only* be used in emergency situations. Access to the building should be via proxy card at doors equipped with card readers.
- Hex keys are a limited-use tool for locking and unlocking the panic bars on doors. Each campus should have one that is either retained by the principal or kept in the main office. Campuses that need keys or assistance in using them should contact Randy Mendoza at 594-0278.
- Exterior doors **MUST NOT** be propped or blocked open. It is the responsibility of all PfISD staff to ensure that this does not occur.
- ***Classroom doors should remain locked at all times.***
- ***Door stops may not be used at any time.***

#### **PRACTICE GOOD PEST PREVENTION**

- Eliminate food, water and shelter.
- Make food inaccessible to pests by storing food in plastic boxes with lids.
- Clean your eating area (your Custodian can provide cleaning supplies, if needed).

## **Facilities & Support Services**

### **Nuts & Bolts**

- Avoid leaving food sitting in rooms. Empty trash and recycle bins before they reach overflowing.
- Spills should be wiped up *immediately*.
- Keep areas around sinks clean and dry. Report any leaks to the Maintenance Department.
- DE-CLUTTER! Get rid of cardboard. Critters live in it, feed on it and nest with cardboard. Store classroom items in plastic totes with fitted lids.
- DO NOT bring your own chemicals from home. Our District pesticide applicators are very careful and follow very strict guidelines.
- If you see pests, signs of pest habitation or structural problems that could encourage pest habitation, report them to your work order clerk.

### **BATS**

- Bat season usually runs March through October, however, every campus and facility in PfISD is subject to the presence of bats any time of year. Support Services continues to make infrastructure improvements to reduce the ability of bats to gain entry to campuses and offices; it is not possible to prevent every entry. Bats, like mice or other rodents, can enter a building through very small spaces. Keeping doors and windows closed also helps to prevent bat entry.
- All individuals that are known to have touched a bat must go to the Nurse's Office. For students, the parents must be contacted and instructed to call their family doctor for medical advice. Provide individuals/parents with the phone number to call the Health Department for additional information.
  - All attempts must be made to discover if anyone else came in contact with a bat. If it is necessary to send letters home to the parents, contact Community Relations for assistance. Notification is usually not necessary unless someone has come in contact with the bat, or the Health Department requests it. The Health

## **Facilities & Support Services**

### **Nuts & Bolts**

Department also may request posting of public notices on campus front doors.

- **Live Bats Down:** If a live bat is on the ground or cannot fly, it is probably sick, and the following actions are required:
  - **DO NOT TOUCH THE BAT.**
  - Isolate the area, and keep all students away.
  - Call Support Services at 594-0200 and request assistance from the Bat Team (Grounds). If a Support Services team cannot be reached, contact the PfISD PD Non-Emergency number at (512) 594-1990 and request assistance from Animal Control.
  
- Live bat flying inside a campus or facility:
  - Do not touch or attempt to capture the bat.
  - Move students to another room/area.
  - Isolate the area by closing doors and turning on lights.
  - Dispose of anything that touches the bat, or disinfect it with bleach.
  - Contact Support Services or Animal Control to remove the bat.
  - If a dead bat is found and no one has touched it, the campus may dispose of it or request assistance from Support Services.
  - To dispose of the bat, isolate the area, wear disposable gloves, and slide cardboard, such as a file folder, under the bat then contact Support Services or animal control to remove the bat.

### **BEES**

- When a swarm of bees begins moving, it may look like a cloud of dust or a moving shadow. If something like that is headed your way, or you find a lot of bees in one place, take cover and tell everyone around you to do the same. Teachers should move students indoors quickly, and all staff members should avoid areas where bees are flying or gathering.

## **Facilities & Support Services**

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- Call PfISD Support Services or PfISD Police for assistance. (They will work with local beekeepers, pest control companies, or our local Extension Agent for proper assistance.)
- Stay indoors.
- Close all windows and doors. If you are in a vehicle or bus, close all windows, doors and air vents.
- Do not attempt to move bees.
- Do not throw objects at the swarm or squirt with water.
- Stand still and **DO NOT** swat at bees; rapid movements cause bees to sting.
- If you get stung, move away from the bees as quickly and calmly as possible, and see the school nurse. If the nurse is not available, carefully pull or scrape stingers from skin as soon as possible (most venom is released within one minute). Wash the stung area with soap and water. Apply ice to relieve pain and swelling.
  - Seek medical attention if breathing is difficult, if stung many times, or if allergic to bee stings.

### **SNAKES**

- **STAY AWAY**...call Support Services @ 4-0250.
- If an individual is bitten, call 911 immediately and try to isolate the snake so it may be identified, and the effective anti-venom may be administered.

### **SIGN POSTING ON CAMPUSES**

- While PFISD recognizes that many of the youth-based programs provide good services to keep children safe and healthy, PfISD policy does not allow posting of recruiting or advertising signs on our property. Likewise, City policies prohibit placing signs in public rights of way, including those near school campuses. All signs will be removed and disposed of. Posting signs creates safety and maintenance hazards and can block a clear view and damage sprinkler systems and landscaping.
- Sign restrictions do not apply to campus or PfISD-sponsored events, but must be placed so as not to damage property or obstruct a clear view.

## **Facilities & Support Services**

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- The limitations do not preclude outside organizations from submitting formal requests to provide flyers, etc., where the district can verify the organization, its relationship to our District, and whether its operations are in our best interest and that of our students.

### **Mail**

#### **Contact**

Christina Williams

(512) 594-0200

#### **Description of Services/Procedures**

- Intercampus mail will be delivered each day. The delivery includes two bags:
  - The **red bag** is for mail going to and coming from the Administration Building.
  - The **blue bag** is for all campus to campus and Support Services mail.
  - Liquids may not be sent through campus mail.
  - Books, bulky or heavy items may NOT be sent through Campus mail. See courier request guidelines.
- The mail bags must be ready for pick-up no later than 8:30 a.m. each morning.
- Postage for external mail will be processed at the Support Services building.
  - External Mail:
    - All mail requiring postage should be sent in the blue bag to Support Services. Large quantities may be placed in boxes.
    - All mail to be posted must be rubber banded together with all envelopes facing forward and tops of envelopes folded over.
    - If the letters are five (5) or fewer pages and placed in the standard Letter #10 envelopes, they do not need to be sealed.
    - Any envelopes with more than five (5) sheets or with vertical flaps must be sealed prior to being sent to Support Services.

## **Facilities & Support Services**

### **Nuts & Bolts**

- Please use standard envelopes whenever possible to save on postage costs.
- All envelopes requiring postage received after 9:00 a.m. will be posted the next business day.
- The district will only pay postage for the following outgoing mail:
  - Accounts Payable
  - Purchase Orders
  - School Records
  - Student Transcripts
  - Special Education documents
  - Social Work Services Information
  - Testing Notices
  - Safety Notices
  - College Acceptance Information
  - Discipline and Attendance Letters
  - Schedule and Book Information (Including lost textbook and library book notices)
  - End of Year Report Cards, not to exceed five (5) pages.
- Postage for progress reports, mid-year report cards and any other materials not listed above will be charged to a campus account.
- **A District Postage Request Form must be sent with campus charged mailing** or the mail will be returned to the originating campus or department. The form may be found on the intranet under Finance forms:  
<https://www.pfisd.net/cms/lib/TX01001527/Centricity/Domain/91/Postage%20Request%20Set%20of%206.pdf>
- Certified mail requires additional paperwork to process. All necessary forms must be completed prior to sending these letters to Support Services for posting. Please contact your local post office or the [www.usps.com](http://www.usps.com) website with any specific questions.



**Facilities & Support Services  
Nuts & Bolts**

**PFLUGERVILLE ISD POLICE DEPARTMENT  
Patrick Petherbridge, Chief  
(512) 594-1990 Police Dispatch**

**Area of Responsibility**

Police Operations

**Contact**

If you need non-emergency police assistance on your campus, contact Police Dispatch at (512) 594-1990. If you have an EMERGENCY on your campus, contact 9-1-1.

Our Dispatch Center is staffed 24 hours a day, 5 days a week from 6:00 am Monday – 6:00 am Saturday. After hours, during holidays and on weekends calls are forwarded to the Pflugerville Police Department for assistance.

Chief Patrick Petherbridge (512) 594-1999, or by District email  
[Patrick.Petherbridge@Pfisd.net](mailto:Patrick.Petherbridge@Pfisd.net)

Asst Chief Colin Sacksteder (512) 594-1998, or by District email  
[Colin.Sacksteder@pfisd.net](mailto:Colin.Sacksteder@pfisd.net)

District website: <http://www.pfisd.net/police>

**Description of Services/Procedures**

- Twenty-six officers serve the Pflugerville ISD Police Department (PfISD PD), including one chief, one Asst Chief, three sergeants, two investigators and two K-9 units. Two officers are assigned to each high school and one to each middle school and the Opportunity Center.
- PfISD PD School District Police Officers assigned to a specific campus may provide support for elementary schools, but are not the primary officers for response. Patrol officers, police supervisors, investigators and the K-9 units are the primary elementary campus and Extended Day Program responders.
- Report vandalism, illegal dumping or graffiti as soon as it is discovered, and do not disturb or clean up a crime scene, graffiti or vandalism until officers authorize it. The only exception to disturbing a crime scene

## **Facilities & Support Services Nuts & Bolts**

would be to provide emergency assistance to someone who is injured. Contact PfISD PD at (512) 594-1990 for graffiti or vandalism clean up.

- PfISD PD officers provide a variety of services on campus. The following list is intended to help clarify some of the most frequently asked questions about roles and responsibilities.

<b>School District Police Officer's Responsibility Guidance</b>	
<b>School District Police Officers will:</b>	<b>School District Police officers will not:</b>
Maintain a high level of visibility on campus	Handle any money collected from fines paid
Conduct classroom visits	Patrol parking lots or routinely direct parking lot traffic or bus lane traffic
Support emergency calls, including EMS-related calls	Enforce or issue parking permits or collect school rule violation fines.
Assist with counseling of students	Be responsible for taking pictures or issuing student identifications
Monitor bathrooms and hallways during school day	Enforce dress code or any school rule violation (that is the responsibility of faculty and staff)
Assist Administrators in classrooms for "criminal" violations	Check visitors in or out using the Raptor system
Take reports of criminal activity	Be assigned to classrooms, testing areas or ISS room
Assist faculty and staff with disruptive parents	Be assigned to locations at any time to "watch" students (they must be available to respond to any location for emergencies)
Check premises	
Monitor hallways during periods, but not be assigned to any particular area	Be the primary point of contact for alarms or after hour calls
Support Campus Crime Stoppers for students who report crimes and receive rewards.	Take or store cell phones, iPods, cameras or other property taken away from students for school rule violations. (If seized for a criminal case, then it will be taken as evidence to the department's evidence locker.)
Support campus Emergency Operations Planning and After Action Reviews	

## ***Facilities & Support Services*** ***Nuts & Bolts***

### **JUVENILE PROCESSING OFFICES**

- A School District Police office at each high school and middle school campus has been designated as a Juvenile Processing Office (JPO). This designation requires inspection and approval by Juvenile Probation, and is subject to renewal. A JPO on campus is a benefit, as it lets PflISD PD complete criminal referrals to Juvenile Court without leaving campus or subjecting a student to a “ride in a patrol car”. Without the designation, officers must go to the Pflugerville ISD Police Department, which is the only non-campus JPO, whenever processing is required.
- If a School District Police office that carries the JPO designation is moved, the application process must begin again and can take up to a year to complete; in the interim, officers will have to take juveniles off campus for processing. If a School District Police office move is under consideration, notify PflISD PD Chief Petherbridge first.

### **CITATIONS**

- Prior to the issuance of a citation, PflISD Police Officers are required to obtain a sworn written “Witness Statement” and a “Citizen’s Request for Complaint by Officer” form from the campus Administrator, faculty member or other witnesses who observed the offense occur.
- According to the Texas Code of Criminal Procedures, a police officer is authorized to make an arrest without a warrant for an offense that occurs within their presence or view. Most ticketed offenses that happen on campus do not occur in the police officer's presence or view. A citation is considered an arrest under the law where the violator is released on his/her own recognizance if they sign the citation acknowledging their promise to appear in court to answer to the charge.
- The “Witness Statement” contains the details of the offense that was observed, and the police officer evaluates the appropriate charge to file based on the information provided in the witness statements. By law, an officer does not have the authority to issue a citation without the aforementioned documents that establish probable cause. Based on the witness statement, the officer must determine whether the elements of the offense have been met, at which time, a citation may be issued. If

## **Facilities & Support Services**

### **Nuts & Bolts**

the officer determines that probable cause does not exist based on the facts presented, a citation will not be written.

- If, for some reason, a sworn written statement cannot be obtained immediately, there is nothing that prohibits the issuance of a citation at a later date (i.e. return from school suspension, etc.). This only applies to an offense that did not occur in the police officer's presence or view.

### **SECURITY FOR ATHLETICS AND SPECIAL EVENTS**

- Funds have been set aside to cover the cost of law enforcement coverage of pre-designated athletic and District events at both the high school and middle school levels. Budgetary constraints restrict the department's ability to provide coverage for every event at every grade level. Campuses and school-based organizations may cover the costs themselves, by using the process described below.
  - To access law enforcement services, the requesting campus or organization must complete the request form, including budget codes, and submit it at least 10 working days before the scheduled event unless an emergency or threat dictates otherwise. If the request requires officers to travel with a team or organization, contact PISD PD before completing this form. Once the request is assigned, the requestor will receive a confirmation notice from PISD PD.
- The request form is called *Law Enforcement Event Coverage Request Form* and can be found on the share drive at: S:\!PISD Public\Safety\Safety Forms and Training, or is available upon request by contacting either Chief Petherbridge [Patrick.Petherbridge@Pfisid.net](mailto:Patrick.Petherbridge@Pfisid.net) or Lt. Colin Sacksteder at [Colin.Sacksteder@Pfisid.net](mailto:Colin.Sacksteder@Pfisid.net).
- If a Security Officer is requested for any event other than an athletic game, please email [ryan.ricke@pfisd.net](mailto:ryan.ricke@pfisd.net) with the needed request. Please submit the request 10 days prior to the event.

## **Facilities & Support Services Nuts & Bolts**

*Minimum* staffing per number of attendees:

- 1-250                    1 Security Officer
  - 250-500                1 Police Officer
  - 500-1000              1 Security Officer and 1 Police Officer
  - 1000-1500             2 Security Officers and 2 Police Officers
  - 1500 plus              Staffing will be determined upon request
- 
- Spectator and event-specific staffing requirements may vary and will be determined by PFISD Police Department and the Pflugerville ISD Safety and Security Department at the time of the official rental request.
  - If traffic control is requested during the facility rental, additional charges may be assessed for the use of Police Department vehicles. This fee will be determined by the information contained in the facility request.

**Facilities & Support Services  
Nuts & Bolts**

**HEALTH, SAFETY & EMERGENCY MANAGEMENT**

**Areas of Responsibility**

Health

Safety and Security Services

Special Systems (Security Camera, Fire, Access Control, Intrusion, Intercom)

Emergency Management

**Contact:**

Denise Petherbridge, MSN, RN

Executive Director of Health, Safety and Emergency Management

(512) 594-0223 (Emergency Contact Number)

Office: 512-594-1989

Email: [denise.petherbridge@pfisd.net](mailto:denise.petherbridge@pfisd.net)

Brittany Jones, BS, RN

Health Coordinator

Office: (512) 594-1983

Email: [brittany.jones@pfisd.net](mailto:brittany.jones@pfisd.net)

Ryan Ricke

Safety and Security Coordinator

Office: 512-594-1984

Email: [ryan.ricke@pfisd.net](mailto:ryan.ricke@pfisd.net)

David Stokes

Fire Systems Coordinator

Office: (512) 594-1985

Email: [david.stokes@pfisd.net](mailto:david.stokes@pfisd.net)

**TOOLS**

- There are several Safety and Emergency Management tools that are provided to assist you in your preparation and response during an emergency event. These include:
  - “Go Kits”, located within each classroom
  - An emergency guide phone app available to all staff

## **Facilities & Support Services**

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- A campus Emergency Guidebook located within every classroom
- Emergency response posters (SRP cards and posters.pdf) located with the !PISD/Safety/Safety Forms

While these tools will be of assistance during an emergency event, the time to best prepare is prior to an event. Please take advantage of these tools and training to become familiar with our emergency response protocols.

### **PLANNING**

- An Emergency Operations Plan (EOP) is shared with each campus. The campus leadership is required to complete and/or update the EOP prior to the start of the new school year and provide campus specific information within the plan. The EOP and directions for completing this document are located within the shared drive: (S:)Safety\Safety Forms and Training/ Campus EOP and Instructions.

### **TRAINING & DRILLS**

- All PfISD staff members are required to attend the Standard Response Protocols training on their campus and/or department, annually before the start of the school year. Every campus will perform emergency management drills per TEC standards. These drills are essential in ensuring that our students and staff understand which type of response is most appropriate for a given emergency. The five standard response protocols are Secure / Lockout, Lockdown, Evacuate, Shelter and Hold. Mastering these five standard response protocols is a key element within your campus' Emergency Operations Plan. The minimum number of scheduled drills for the 2022-23 school year are as follows:
- **Fire Drill** – One each month that has 10 or more school days, including summer school. One announced drill within the first two weeks of a new school year. Two per semester with special circumstances, obstruction, during class change, etc.
- **Evacuation Drill** – One per year, independent from a fire evacuation to test procedures not usually addressed during a fire drill, i.e. bomb threat, hazmat evacuation, etc.
- **Lockdown Drill** - Two per year (one for each semester), plus summer school

## **Facilities & Support Services**

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- **Secure Drill** – One per year, plus summer school
- **Severe Weather / Tornado Drill** – One per year plus summer school.
- **Shelter in Place for Hazmat** – One per year.

### **EMERGENCY NOTIFICATIONS**

- To report an emergency on any District property, including campuses and school buses, call 9-1-1. Once the initial call is made, focus upon emergency response, *not* additional notification.
- Once the emergency is under control, please notify the Executive Director of Health, Safety and Emergency Management.
- The non-emergency number for Pflugerville ISD Police is (512) 594-1990. Use it to notify police of non-emergency or minor events such as vandalism, illegal dumping, graffiti, etc. When in doubt, call 9-1-1.
- Make sure the campus emergency contact list is updated and provided to the Safety and Security Coordinator before the first day of school. People on the contact list will serve as the campus' emergency points of contact during and after hours. A minimum of three contacts are required.
- Refer to your EOP of your Emergency phone app for additional information.

### **SECURITY CAMERAS**

- Access to the security camera system is automatically assigned to employees via their job roles.
- The only security camera system that is approved for use with PfISD is the Video Insight system that is maintained by our Health and Safety Department.
- Only users that have assigned logins to the camera system are able to operate the camera and view video footage. No unauthorized viewing of the district's security camera systems will be allowed.
- Each authorized camera user will be required to sign and adhere to the district security camera expectations, found in the Shared Drive Safety Folder.



## ***Facilities & Support Services Nuts & Bolts***

### **RADIOS**

- Pflugerville ISD depends upon the city/county 9-1-1 and Pflugerville ISD Police for 24-hour 9-1-1 emergency dispatch. The non-emergency number for PFISD Police is (512) 594-1990.
- In addition, each campus is provided with an allotment of handheld radios that are to be used during emergency communication needs. Each campus is assigned a radio channel to use for communicating to others on their campus. Please adhere to the following radio channel assignments. Please remain on your campus' assigned channel to alleviate any campus cross radio traffic.
- Radio transmissions need to be limited and direct, all radio transmissions must adhere to FERPA laws.

### **RAPTOR: Visitor Management**

District visitor management policies require that all visitors, including contractors, parents and guardians, check in via Raptor each time they visit a campus. The Raptor system helps to keep campuses safe; it also is a data management tool to track volunteer hours and visitor flow. Its consistent use sends a message that we are vigilant.

- PfISD employees displaying an access badge are not required to be checked in via Raptor. All PfISD employees not assigned to that campus will need to sign in on the staff login sheet at the front desk, and sign out when leaving the campus. Employees who do not have an employee badge must be scanned through Raptor and wear the printed badge at shoulder level at all times.
- Visitors that are checking into a campus location need to be entered into Raptor to show where the visitor is authorized to be on the campus. At the time of check-in, please remind the visitor to come back through the office to return the badge and check them out of Raptor. In the event of any emergency situation that may arise, we need to have as accurate a count of visitors as possible for accountability purposes.

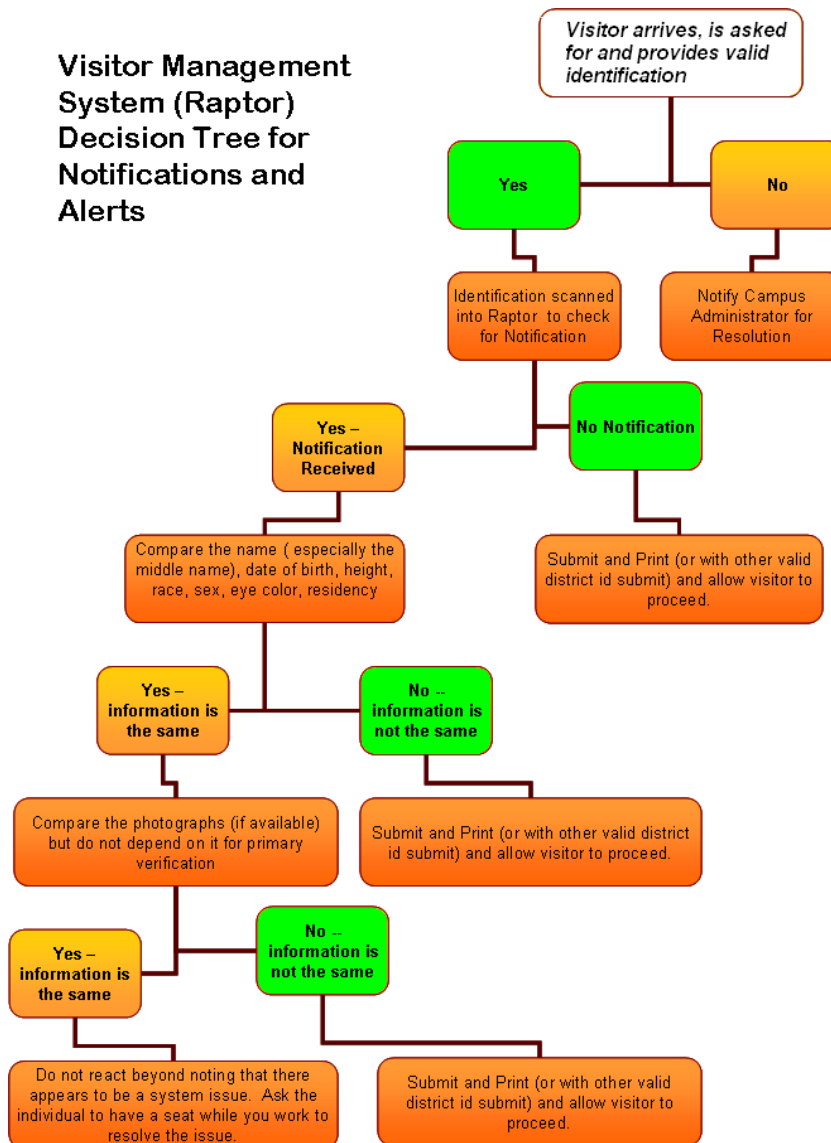
## ***Facilities & Support Services***

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- When the visitor management system scans the sexual offender data base and finds a possible match, it will send that information to the user who scanned or entered the identity information. The user must check the notification information to determine whether the identity of the person requesting access to campus is the same as the person in the match. The presence of a notification is not a guarantee that a match has occurred, and mismatches are common.
- Within Raptor we utilize the private alert notifications. These notifications are set up by Raptor administrator users to allow campus visitors to be flagged if their visitor cannot be on campus for any reason. Please follow the instructions that will be within the alert notification for your next needed action.

## Facilities & Support Services Nuts & Bolts

### Visitor Management System (Raptor) Decision Tree for Notifications and Alerts



## MEDIA ON CAMPUS

Media outlets, such as newspapers and television stations are not allowed to be present on a campus without prior authorization or a district escort. If media is on district property, they need to be asked to leave the campus. Media may be present on the sidewalks, provided they are not on district property.

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**FIRE SYSTEMS**

***Fire System and Fire Inspection Point of Contact:***

David Stokes (512) 594-1985 or by email at david.stokes@pfisd.net

**Description of Services/Procedures**

- All staff should be trained in the procedures for activating a general alarm for the building, and should know the location of fire extinguishers and how to use them. Training is available from special systems.
- Fire inspections are conducted each school year. A summary of fire inspection findings will be shared with campus administrators. Once a violation is corrected, it must be maintained.
- Fire inspectors are limiting the amount of paper/décor on and around classroom doorways and in hallways. They also require proper fire-resistant treatment of upholstered furniture and curtains for both classrooms and offices. Support Services will neither provide the chemical treatment nor recommend a product.
- NO Parking is allowed in fire lanes, cafeteria loading areas or within 20' of temporary buildings, to include portable classrooms.
- Do not use candles, open flames or heat-generating devices either for fragrance or warmth. This includes space heaters, hot plates, scented plug-ins, toasters or toaster ovens and non-LED Christmas lights.

**FIRE SAFETY SUMMARY FOR SCHOOLS**

- Based upon State and Federal Educational Occupancy fire codes, the following applies throughout PFISD:

**2023-2024 Fire & Life Safety Code Requirements for PfISD**

With the cooperation of all teachers, staff and administrators, we can ensure our campuses are safe. Listed below are common Fire and/or Life Safety Code violations we see when inspecting schools, as well as requirements regarding the planning and documentation of Evacuation Drills. To effectively reduce hazards, inspections and drill observations will be conducted throughout the school year.

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**ARTWORK AND DECORATING**

**Artwork and Decorations**

- Corridors (hallways): No more than 20% coverage
- Classrooms: No more than 35% coverage
- Ceilings: No more than 10% coverage

**Ceilings**

- Banners and similar items may only be hung from ceilings in small quantities. All items must be hung by wire or fishing line.
- All items must be suspended at least two (2) feet below the ceiling. Items cannot be hung in a manner that will disrupt fire sprinkler patterns. Ceiling tiles must be in place.

**Banners and Doors**

- Materials shall not be placed on doors in a manner that can obscure someone's ability to recognize it as a door/exit. No wrapping or full coverage of doors.
- Large banners may only be hung on walls in atriums and assembly areas (such as cafeterias, gyms, theatres, or a PAC/FAC) with the Fire Department's prior approval.
- Materials shall not be hung/displayed in a way that obstructs alarm strobe lights or annunciators/horns.

**ELECTRICAL**

**General**

- Microwaves, refrigerators, fish tanks, and similar appliances must be plugged directly into wall outlets.
- Power strips and extension cords are prohibited.
- Light bulb wattage should not exceed the rated capacity of the light fixture. Plugging surge protectors or power strips together is prohibited.

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- Extension cords are not for permanent use and shall not be a substitute for permanent wiring.

#### **Portable Heaters**

- Must be powered by electricity.
- Must be listed by UL, FM, or other listing agency.
- Must be kept at least three (3) feet from any material that can burn.
- Must be plugged directly into a wall outlet, not a power strip or extension cord.

#### **Fire Lanes**

Fire lanes are never for public or staff parking, including during major events (awards assemblies, sporting events, etc.) when emergency access may be most needed.

#### **Occupancy Load**

In assembly areas (such as gyms, cafeterias, theatres or a PAC/FAC), the posted occupancy load must always be followed; this is the maximum number of people allowed.

#### **Exit Doors**

Exit doors may not be blocked at any time, such as by furniture or decorations. Chains are not permitted on exit doors.

#### **Dryers**

The area behind dryers, and the vent, should always be clear of debris.

#### **Storage**

- IN NON-SPRINKLED AREAS OF THE BUILDING: Storage shall be maintained at least two (2) feet below the ceiling.
- IN SPRINKLED AREAS OF THE BUILDING: Storage shall be maintained at least 18 inches below sprinkler head deflectors.
- Storage is not permitted in corridors (hallways) without advance approval by the Fire Department.
- Storage is not permitted underneath stairs, unless protected by a sprinkler head or a fire-rated wall.

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- Storage is not permitted in mechanical, electrical rooms or riser rooms.

#### **Training**

- All staff (including all substitutes) must be trained in the procedures for activating a general alarm, emergency evacuation procedures and general classroom security before the beginning of the school year.

#### **Drill Frequency**

- Per state law, an evacuation drill must be administered within the first 10 days of the school year, and every school must conduct monthly evacuation drills and maintain proper records—totaling 10 such drills during the 2022-2023 school year.

#### **Variables**

- Also per state law, evacuation drills shall be scheduled on varying days of the month and at varying times of day, with at least two drills per semester having a variety of obstructed exits.

#### **Drill Calendar**

- Planned dates/times of all drills for the entire school year must be placed in the Raptor Emergency Alert App by August 14, 2023. If a school needs to reschedule a drill, you must email both [ryan.ricke@pfisd.net](mailto:ryan.ricke@pfisd.net) AND [cvillanueva@pflugervillefire.org](mailto:cvillanueva@pflugervillefire.org) **at least 24 hours in advance**. After you have received written confirmation from either Mr. Ricke or Mrs. Villanueva, then you can update the drill date/time on the shared drill calendar. Exceptions may **ONLY** be made for extreme weather.

#### **Drill Length (Time)**

- All drills must be timed to the minute and second. Time starts when the alarm sounds, and it ends once there is 100% accountability in the Raptor app.

#### **Documentation**

- The PfISD Drill Report Form must be used to document drills. **Within two school days** a copy of the drill form with all questions answered

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must be emailed to [sharee.bird@pfisd.net](mailto:sharee.bird@pfisd.net) **AND**  
[cvillanueva@pflugervillefire.org](mailto:cvillanueva@pflugervillefire.org)

**\*\* Please note that this is not an all-inclusive list of possible violations. This is a fire and life safety guide for school and fire officials. The Fire Code Official may identify violations which are not stated here. In addition, the local School District may require and enforce standards that are HIGHER than these minimum guidelines. \*\***



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**TRANSPORTATION  
VACANT, Executive Director, Transportation  
(512) 594-0494**

**Area of Responsibility**

Transportation and Planning (Attendance Zones)

**Description of Services/Procedures**

- For dismissal, elementary campus buses will be staged by 2:35 p.m. Elementary school dismissal time is 2:45. Students should be loaded on the buses and ready to depart no later than 2:55 p.m. in order for buses to arrive at middle school campuses on time. Once the bus departs the campus, *it will not return to pick up more students.*
- All campuses will receive students at the time their campuses open. Elementary students, both regular and special needs, will be dropped off at 7:10 a.m. Administrators and/or faculty must be present to receive students at that time. Middle school and high school students will be dropped off at approximately 7:45 and 8:30, respectively.
- An authorized parent/guardian or designee must be at the bus stop to receive students ranging from Pre-Kindergarten to 2nd grade. If no one is there to receive the student, the student will be returned to the campus.
- Students of district employees will be transported to and from the bus stop of your home address. If the student is not eligible, no special accommodations will be made to transport that student. Students of district employees will not be bussed to a campus or district facility at which their parent works, as those campuses or facilities cannot be held liable for supervising students that are not supposed to be there.
- The safety of students also requires that all students conduct themselves according to the rules and guidelines put in place by the district and bus drivers while students are entering, riding, and exiting the buses.

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- It is the responsibility of the parent to see that students who are returned to school are picked up. Any student returned to the campus multiple times may have his or her riding privileges suspended.
- PfISD board policies deem that in order for a student to receive transportation services, he or she must be eligible based on specific criteria determined by the school board. The board outlines district policies in accordance with state and federal regulations for student transportation to ensure that students are served in a fair and equitable manner.

### **General Safety Rules**

- Obey the instructions of the bus driver or monitor. At no time should a student be disrespectful or refuse to cooperate with the driver or monitor.
  - Students may only board and leave the bus at their designated bus stop.
  - All students must ride their assigned bus.
  - Do not ask to ride home on another bus with a friend.
  - It is the responsibility of the parent/guardian to provide transportation to school if a child misses the bus.
  - The driver and monitor have the authority to confiscate any prohibited items or any other items deemed distracting or dangerous.
  - The driver and monitor will not allow parents or any unauthorized person to board the bus.

### **Transportation Contact Phone Numbers**

- Call volume at the Transportation office can be extremely heavy, particularly during the first few weeks of school. Keep the following list of contact numbers handy:
  - Transportation Customer Service/Dispatch (512) 594-0450
  - VACANT, Transportation Executive Director
    - (512) 594-0494
    - (cell)
  - Maritza Lujan, Executive Administrative Assistant
    - (512) 594-0493

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- Lucy Kerley, Director of Transportation
  - (512) 594-0490
  - (737) 274-4615 (cell)
- Mayra Kyler, Operations Manager
  - (512) 594-0492
  - (512) 496-3003 (cell)
- Paul Basquez, Field Supervisor (CHS area schools)
  - (512) 594-0472
  - (737) 336-5374 (cell)
- Betty De La Garza, Field Supervisor (PHS area schools)
  - (512) 594-0473
  - (512) 200-6042 (cell)
- Michelle Spencer, Field Supervisor (WHS area schools)
  - (512) 594-0471
  - (512) 676-3755 (cell)
- Ed Davis, Field Supervisor (HHS area schools)
  - (512) 594-0474
  - (512) 689-6095 (cell)
- Abraham Stone, Transportation Analyst
  - (512) 594-0468
- Lead Dispatcher
  - (512) 594-0480
- Cruz Torres, Dispatcher
  - (512) 594-0482
- Jackie Kirby, Dispatcher
  - (512) 594-0483
- Stacie Myers, Customer Service Specialist
  - (512) 594-0451
- Angelica Ragsdale, Field Trip Coordinator (HHS & WHS area schools)
  - (512) 594-0488

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- Brittany Diaz, Field Trip Coordinator (CHS & PHS area schools)
  - (512) 594-0489
- Chris Bell, Fleet Manager
  - (512) 594-0498
  - (737) 293-4112 (cell)
  - (512) 293-7834 (24/7 on call cell)

### **FIELD TRIPS**

- Unless the trip is for an athletics, academic or fine arts competition designated by strict competition guidelines, field trips will only be schedule between the times of 9:00 a.m. and 2:00 p.m., with buses returning to campus by 2:00 p.m. Campus leaders are responsible for the timely return of their students. Failure to return to the campus by 2:00 p.m. may cause a ripple effect of late buses in the district and as such, those campuses causing the late buses could have their future field trips restricted. Campuses always have the option of having a coach or other designated campus employee drive the field trip. Transportation will ensure the designated employee is trained.
- **Effective September 1, 2022 Employee-driven trips cost \$40.00 per hour. Coach driven trips are a flat rate of \$55 per day, unlimited mileage.**
- To enter a field trip, visit the Transportation Department section and select “Bus Requests”. The screen will change to the Travel Tracker page that will require your district email: User ID and a password. (You can add this page to your favorites and skip the path to this login.) Make sure your district email has been created for your new login. New Trip Requestors will need to register their district emails with The App Garden:

Registration link:

<https://appgarden15.app-garden.com/TravelTrackTX227904.nsf>

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Travel Tracker training:

<https://vimeopro.com/user30837749/travel-tracker-training/video/185823172>

- Enter “your district email” as the User ID and the password you created to log in to the bus request form. Your screen should welcome you with a good morning/evening message, your first name, and a message with contact information, should you need further assistance. Please contact the Field Trip Department.
- Once logged in, select Field Trips and New Field Trip. There will be red asterisks next to each of the required entry columns. There must be something in each of these fields to request and save the trip. If any required fields are blank, upon saving the document an error message will prompt for the missing information. To request the trip, use the following directions:
  1. Type of Trip Fine Arts and Athletic will use “Athletic”
  2. Select Event
  3. Select the “Trip Leave”.
  4. Select Overnight “yes or no”
  5. Select comments - where to load at the campus
  6. Select Your School/Dept
  7. Select type your destination
  8. Add Teacher / Advisor/ Staff Name.
  9. Emergency Contact info
  10. Total Adults and Students
  11. Will a charter be needed?
  12. Will a bus be needed?
- To complete the request, select “Save/close”, at the bottom of the screen.
- To view field trips, log in Travel Tracker. In the Main tab on the left-hand side of the screen you will find “your trip request”. From this screen you may display existing field trips already entered into the system. There are several options available to help find a specific trip. You can click on the radio buttons to refine the search:

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- Pick-up Date able to search by the date:
  - Trip Number: Search system with a number that was given when the trip was submitted.
  - Location: The campus for which the trip was created.
  - Vehicle Type: Bus that is needed for your trip.
  - Date Submitted: Latest first
  
- The Calendar tab allows you to view all district trips that will require a bus.
  
- Each campus will only have grade level leads, coaches, and fine arts directors that can enter field trips. Each campus will also have one Level Two campus approver. Once a trip is submitted, it is a Level One trip that then goes to the campus approver for Level Two approval. *Trips must be approved at the campus before that trip can receive transportation approval*, and thus, be assigned a bus and driver. For those who are responsible for approving trips, there are several ways to manage trips at the campus level.
  
- When a trip is submitted, the person assigned at a campus to approve trips will receive an email indicating a trip has been requested and is awaiting approval. The email will have two link options that will get you to the specific trip or to all of the trips on your campus. You will be prompted to log in before the trips are displayed.
  
- Once in the “Field Trip” screen, select the trip to be approved by clicking on the name of the trip or the trip number. The date of the requested trip and the person who submitted the trip will appear on the first line. The status of the trip will be displayed next, followed by a box named “Change To”. From the pull-down menu, select the new status. There is a box labeled “Comments:” for any additional information. The information in this box will be emailed to the person who submitted the trip and to the Transportation Department.
  
- Review the trip information, including the budget code. Scroll to the bottom of the page and select “Save” to change the status of the trip. The status change will be noted immediately by Transportation.

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- Field trips are not assigned to drivers immediately upon being entered in the system. The field trip coordinators prepare trips for all campuses a week in advance, and should there be any conflicts with your trip, you will be notified accordingly.
- Due to the fact that a large number of campuses enter all of their field trips for the entire year, at the beginning of the year, and due to the fluctuations in field trip driver availability, trips will not be assigned to a driver more than one week in advance of the trip's departure.

### **EXPEDITION REQUESTS / RENTING VEHICLES**

- To request an Expedition, go to the PFISD intranet, Transportation, Field Trips & Suburban Requests.
  - All Expedition requests are completed through Transportation at (512) 594-0488 and (512) 594-0489.
- If renting a vehicle, the largest capacity that may be rented, by law, is a 9-passenger vehicle. Nine (9) passengers *including* the driver.
- Note: All drivers requesting a suburban will be required to have a current Motor Vehicle Record (MVR) on file.